



MESSAGE FROM THE CEC



Ning Zhang
Chairman of Executive Committee

Yancoal's approach to conducting business is through the highest standard of professionalism and ethical conduct.

This is achieved through adherence to the strict standards set in the Code of Conduct. Our expectation is that all business dealings are conducted with honesty and integrity. All parties associated with Yancoal from employees to Officers of the Company have a right to expect these standards at all times.

Being a major player in the Australian mining industry comes with great responsibility. Our Company beliefs of compliance, efficiency and transparency are core to our heart and complement our ongoing focus on safety. Guided by these beliefs, we will continue to pursue great future outcomes for our stakeholders.

This Code of Conduct has been written with our responsibilities in mind.

I greatly encourage employees and other stakeholders alike to contribute to Yancoal's success by reading and consistently applying these standards to our business activities and interactions. Further to applying common sense and reasonable judgement in the application of these standards, I welcome you to seek further clarification where in doubt or if required.

MESSAGE FROM THE CEO



David Moult
Chief Executive Officer

Yancoal is focused on maintaining and upholding a company culture and a set of company values to underpin our ongoing success and sustainability as a business.

Who we are and how we work as Yancoal employees is informed by the 'Yancoal Way', which encapsulates our beliefs, values and expected behaviours.

This Code of Conduct reflects the 'Yancoal Way' and outlines the expected standards of behavior for all our employees, whether you are a director, employee, contractor, supplier, consultant, agent, advisor, or representative engaged by Yancoal and its related companies.

Our Code of Conduct is non-negotiable – everyone working with Yancoal is expected to follow its standards.

At Yancoal, our people are our priority and we strive to provide our people with a safe, enjoyable and rewarding work environment.

Our people are the critical factor that ensures Yancoal continues to be:

- a reliable and trusted partner for our customers and service providers;
- a valuable contributor to local communities and regional economies; and
- a responsible steward of the land and environs where we operate.

Our people, their attitudes and actions, are the major influence on how we perform as a business.

I encourage you to read this document carefully and refer to it regularly. This Code of Conduct should guide your daily decisions, your actions and your treatment of everyone you encounter while working with us at Yancoal.

I look forward to your contribution to Yancoal and our ongoing success.

EXPLAINING THE CODE OF CONDUCT

Yancoal Australia Ltd ("Yancoal" or "Company") is committed to operating legally, honestly and to the highest level of integrity and ethical standards in all business practices.

The Yancoal Code of Conduct (the "Code") sets out the basic rules on how we work with each other, how we interact with others outside the Company and how we make decisions in the way we conduct our business.

The Code applies to all business activities in Australia and overseas, including dealings with directors, officers, employees, contractors, suppliers, consultants, agents, advisors and representatives engaged by Yancoal and its related companies. It is a common reference point for anyone who is unclear about what is expected of them in certain situations.

Adherence to the Code means we are not only complying with relevant legislation and regulations but also ensuring our individual behaviour is aligned with the Yancoal Way and our core values regarding safety, people, excellence, integrity and innovation.

The details of the Code are presented in three sections:

- Ethics and professional standards;
- II. Information and communication; and
- III. Behaviour, people and culture.

WHO MUST FOLLOW THE CODE OF CONDUCT

The Code applies to all directors, officers, employees, contractors, suppliers, consultants, agents, advisors and representatives engaged by Yancoal and its related companies. Our non-operated joint venture partners and suppliers are expected to adopt similar standards, principles and policies.

We can also use the Code to guide us if:

- we are uncomfortable with the behaviour of others
- we are unsure whether or not behaviour is appropriate
- we need advice on whether to take further action.

You are expected to attend and participate in induction, awareness and training sessions on the Code. All your Yancoal responsibilities and business activities must be conducted in accordance with the Code.

The Code will be periodically reviewed to check that it is operating effectively and will be updated should amendments be required.

The Code does not and cannot describe every law, regulation, minimum performance requirement or scenario that you may face. Make sure you know the laws and Company charters, policies and procedures applicable to you, and comply with them. If ever in doubt about a particular situation and how the Code might apply, discuss this with your manager, a member of the Legal and Compliance team, a HR Manager, or the Company Secretary.

A QUICK CHECK



OUR WAY



THE YANCOAL WAY

The Code should be read in conjunction with the Yancoal Way and the Company's charters, policies and procedures.

The Yancoal Way defines our vision, values, company culture and the behaviours expected of all Yancoal personnel.

OUR CORE BELIEFS

TRANSPARENCY

We are open and honest with one another and have a "no surprises" mentality for all the stakeholders we work with.

EFFICIENCY

We strive to be efficient, productive and effective at what we do all day, every day.

COMPLIANCE

We always follow our internal rules and the rules of law where we operate.

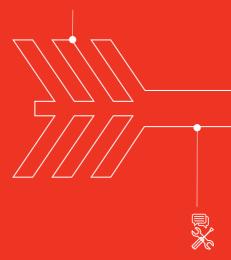
OUR CORE VALUES



Path Way

PEOPLE

We value involvement from everyone. Full engagement is encouraged. 99% of what we need to know is already within the Yancoal workforce.



Safe Way

Safety is not optional.

It is considered in everything we do to eliminate harm to our people.



High Way

We identify and implement best practice and operate above the line in the 'can do' zone with courage, trust and pride.





Better Way

We seek to continuously improve all aspects of our business.



Right Way

We do what we say with honesty, integrity and reliability.

If it feels like the wrong thing to do it quite possibly is. If you are uncomfortable with doing something, check the Code or seek advice.



YOUR INDIVIDUAL RESPONSIBILITIES

DO THE RIGHT THING - THE RIGHT WAY

The Code is for you. It sets the boundaries within which you must operate every day, without exception. Read it. Understand it. Follow it.

YOUR RESPONSIBILITIES

- comply with the Code and all other applicable Yancoal charters, policies and procedures;
- act at all times in the best interests of Yancoal, with strict integrity and according to legal and approved Yancoal business practices;
- conduct business honestly, ethically and responsibly, with your best skills and judgment and for the benefit of shareholders, customers, colleagues and Yancoal alike;
- make sure that any third party contractors, agents or consultants you work with are aware that you are both bound by our Code and that they should act accordingly;
- advocate standards, practices and processes which respect human rights and avoid complicity with human rights abuses;
- be aware of and comply with your duties and obligations under all laws and regulations relating to your work; and
- speak up and report any concerns, issues or suspected violations of our Code. If you do not feel comfortable raising such matters directly with others, report them in accordance with Yancoal Australia: Our Whistleblower Policy.

KEY COMPONENTS OF THE CODE OF CONDUCT

I. WE ACT PROFESSIONALLY AND ETHICALLY AT ALL TIMES

We must ensure that activities are conducted to the highest legal and ethical standards possible. Listed below are some of the things to consider in acting professionally and ethically at Yancoal:

BRIBES, CORRUPTION INDUCEMENTS AND COMMISSIONS

Bribery is the offer, payment, provision, or promise of a benefit to someone with the intent to influence, or given in a manner that would tend to influence, the performance of that person's duty in order to obtain or retain business or an advantage.

There are many criminal laws, both in Australia and other countries, that apply to Yancoal. In all cases, bribery of government officials, either foreign or domestic, is a crime. Some laws that may apply to Yancoal also make it a criminal offence to bribe private individuals. Yancoal prohibits all forms of bribes, regardless of the recipient, including to private individuals.

You must not authorise or pay any bribes, facilitation payments, inducements, commissions or anything else of value to a government official or any other parties to induce them to perform their work duties disloyally or to otherwise improperly gain an advantage for Yancoal.

This prohibition extends to payments made in any form, either directly, or indirectly through agents, representatives, consultants or other intermediaries.





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- Conduct all activities to the highest legal and ethical standards possible.
- Formally declare any actual, potential or perceived conflicts as soon as they arise.
- Excuse yourself from situations where a spouse, relative or friend applies for work as a supplier or for a role within our company where you are in the position to influence the outcome.
- Reject travel and accommodation that is offered as gifts by our suppliers, unless approved by the CEO.
- Maintain accurate books & records.

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- Authorise, offer or pay anything of value to a government official with the intent to influence the performance of a person's duty to obtain or retain business or an advantage.
- Use facilitation payments to make things go quicker.
- Accept gifts, entertainment or any other benefit from a supplier during a competitive procurement process.
- Accept gifts, entertainment or other benefits that extend beyond common courtesies.
- Participate in any third party business activities that deal with or are competitive to Yancoal.

GIFTS AND ENTERTAINMENT

You must not give, offer, promise, authorise, solicit, or accept, in connection with Yancoal activities, any gift, entertainment or other personal favour, benefit or assistance which goes beyond common courtesies associated with general commercial practice and which is above nominal value.

The Gifts and Benefits Policy requires preapproval and reporting of certain gifts and entertainment to ensure that the offer or acceptance of a gift or entertainment does not create an obligation and cannot be construed or used by others to allege favouritism, discrimination, collusion or similarly unacceptable practices by Yancoal. Similarly, some gifts and entertainment should not be offered or accepted at all. You should refer to the Gifts and Benefits Policy for more detail.

CONFLICTS OF INTEREST

You must act at all times in the best interests of Yancoal. You must not use your position or any property or information of Yancoal for personal gain, or to inappropriately benefit any business or person or to cause detriment to Yancoal or its customers.

You must avoid entering into any situation in which an actual, potential or perceived conflict of interest may arise.

You are responsible for formally notifying Yancoal of any conflicts of interest (actual, potential or perceived). If you have reasonable grounds to believe that you have a conflict of interest, you must disclose that interest and discuss the matter with your manager, local HR department, the Executive General Manager for Audit and Risk, a member of the Legal and Compliance team, or other person notified to you by the Company.

The outcome of the discussion must be documented and, where applicable, include mitigating actions and a defined and reasonable point in time to revisit these matters.

A conflict of interest exists where loyalties are divided. You may have a conflict of interest if, during your employment or engagement with Yancoal:

- any of your decisions lead to an improper gain or benefit to you or an associate:
- your personal interests, the interest of an associate or relative, or your obligation to some other person or entity conflict with your obligation to Yancoal. This includes instances where this situation impacts your independence or the quality of your work.

In addition, Directors and Company Officers are also bound by Yancoal's Conflicts and Related Party Transactions Policy.

IMPROPER USE OR THEFT OF COMPANY PROPERTY, ASSETS AND EMAIL

You are responsible for protecting any Yancoal property and assets that are under your control and you should safeguard them from loss, theft and unauthorised use.

Company property and assets include but are not limited to:

- cash
- plant & equipment, materials and parts, fuel, securities;
- business plans;
- third party information;
- intellectual property (including computer programs, software, models and other items or business files);
- confidential information:
- office equipment and supplies;
- company vehicles;
- mobile phones and laptop computers.



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- Protect Yancoal's property and assets, including equipment, materials and data.
- Remain vigilant regarding potential cyber security threats.
- Consider the places we conduct and discuss our business to avoid information being inadvertently shared with third parties.
- Always act in a manner that is professional and protects your and Yancoal's reputation.
- Always do the right thing.

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- Use Yancoal IT infrastructure inappropriately.
- Personally benefit from decisions at work.
- Inappropriately seek reimbursement of personal expenses or inappropriately use fleet cards.
- Inappropriately share commercially sensitive information with third parties.
- Copy, forward or otherwise take Yancoal's intellectual property, information or other business data for your personal use or gain.
- Share passwords or otherwise facilitate or allow unauthorised access to the Company's systems, information and data.
- Build or repair personal property within working hours or at Company cost.
- Inappropriately share confidential or commercially sensitivity information outside of the Company.

You must not:

- use Company assets for any unlawful purpose or unauthorised personal benefit;
- remove Company property and documents from official premises
 without a good and proper reason and if required to be removed,
 they should be stored in a secure manner and covered by
 appropriate insurances; and returned at the earliest possible
 occasion; or
- make improper disclosure (including disclosure that results from
 a failure to take reasonable precautions) or use of competitive
 business strategies and plans, special methods of operation,
 tender or pricing information or other information that is
 of competitive value to Yancoal. If you are unsure whether
 information is of a confidential nature, seek advice from your
 General Manager before disclosure.

As set out in Yancoal's Acceptable Use Policy and Workplace Surveillance Procedure, the Yancoal IT department will monitor internet browsing activity to ensure compliance with these policies.

COMPANY REPUTATION

Employees must not act in any way that could cause harm to Yancoal's reputation or market position during or after their employment. Employees have a duty to act in a manner that merits the continued trust and confidence of the public.

COMPETITION

Yancoal supports fostering competition in the markets in which it operates.

You must comply at all times with anti-trust and competition laws. You must:

- Not engage in anti-competitive behaviour in the acquisition
 of goods and services or in the sale of our products. Examples
 include collusive behaviour and price or volume fixing, boycotts
 or otherwise act in concert with competitors;
- Not discuss, share or receive competitively sensitive information with competitors; and
- Consult with the Legal and Compliance team if you are concerned about any activity of an employee, contractor or third party that might involve competition laws or issues.

APPLICABLE POLICIES

The following policies are applicable to ensuring your ethics and professional standards are always maintained at Yancoal:

- Gifts and Benefits Policy;
- Anti-Corruption Policy;
- Acceptable Use Policy;



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- Protect personal information.
- Refer any media enquiries to the General Manager, Corporate Affairs.
- Refer any investor relations enquiries to the General Manager, Investor Relations.
- Keep the market fully informed of information through the proper means.
- Only trade in Yancoal's securities in strict accordance with the Share Trading policy.

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- Post Company related information on social media without authorisation.
- Respond to media enquiries without authorisation.



- · Competition Policy;
- Workplace Surveillance Procedure;
- · Privacy Policy; and
- Workplace Behaviour Policy.

II. WE RESPECT INFORMATION AND COMMUNICATE EFFECTIVELY WITH OUR STAKEHOLDERS

Our work requires the use and exchange of information. When dealing with information there are certain risks to be aware of, including in respect of personal information or data falling into the wrong hands. This section of the Code is designed to help you deal with risks associated with information and communication.

DATA PRIVACY

You must always respect the personal information and privacy of others. You should only collect, use, disclose, retain or process personal information in accordance with the law and Yancoal's Privacy Policy. All communications using Yancoal equipment, devices or infrastructure is the property of Yancoal. If your email or other electronic communication are personal, you should consider using a personal device if you wish for them to remain private.

PUBLIC COMMUNICATIONS AND DISCLOSURES

You are responsible for the integrity of the information, reports and records under your control and you are expected to exercise the highest standard of care in preparing materials for public communications.

II. WE RESPECT INFORMATION AND COMMUNICATE EFFECTIVELY WITH OUR STAKEHOLDERS (CONTINUED)

Those documents and materials should:

- comply with any applicable legal requirements;
- fairly and accurately reflect the transactions or occurrences to which they relate;
- not contain any false or intentionally misleading information, nor intentionally misclassify information; and
- be in reasonable detail and recorded in the proper account and in the proper accounting period.

Media statements and official announcements may only be made by persons authorised to do so.

CONTINUOUS DISCLOSURES AND SHARE TRADING POLICIES

The aim of the Disclosure Policy is to keep the market fully informed of information that may have a material effect on the price or value of Yancoal's securities, and to correct any material mistake or misinformation in the market.

You must ensure that you are aware of the requirements of the Disclosure Policy and act in accordance with this policy.





II. WE RESPECT INFORMATION AND COMMUNICATE EFFECTIVELY WITH OUR STAKEHOLDERS (CONTINUED)

You must only trade in Yancoal's securities in accordance with the Share Trading Policy. You must not buy or sell Yancoal securities if you are in possession of material information about Yancoal that is not generally available to the public. If you possess such inside information you should not pass that information on to any other person or advise or encourage another person to trade in Yancoal securities. You must comply with the Yancoal Share Trading Policy.

APPLICABLE POLICIES

The following policies are applicable to ensuring you comply with the Code:

- Privacy Policy;
- · Disclosure Policy; and
- Share Trading Policy.

III. OUR PEOPLE, BEHAVIOURS AND CULTURE SUPPORT THE CODE OF CONDUCT

Yancoal wants to ensure everyone works in an environment that is conducive to productivity, safety and teamwork. This section of the Code outlines the standards of good behaviour that are expected from you and that you can expect from others.

ACCEPTABLE WORKPLACE BEHAVIOUR, EQUAL OPPORTUNITY AND ANTI-DISCRIMINATION

Yancoal is committed to:

- equal employment opportunity;
- fair employment practices and anti-discrimination laws;
- a workplace free from any kind of discrimination, harassment or intimidation of employees; and
- respecting human rights

You are expected to conduct yourself in an appropriate manner and demonstrate respect for others at all times. You must not bully, harass, sexually harass, victimise or unlawfully discriminate against another.

Yancoal's Workplace Behaviour Policy and Modern Slavery Policy can be found on Yancoal's intranet. You are expected to be familiar with and adhere to these policies. Yancoal will endeavour to promptly investigate all allegations of harassment, bullying, victimisation, discrimination and human rights abuses and will take appropriate corrective action. Retaliation against individuals for raising such concerns will not be tolerated.





III. OUR PEOPLE, BEHAVIOURS AND CULTURE SUPPORT THE CODE OF CONDUCT (CONTINUED)

HEALTH AND SAFETY

Yancoal is committed to maintaining a healthy and safe working environment for its employees as far as is reasonably practicable. You must fully comply with all appropriate laws and internal regulations (including workplace health and safety laws). Everyone has obligations to assist in ensuring that this situation is maintained at all times.

Misusing controlled substances or alcohol or selling, manufacturing, distributing, possessing, using or being under the influence of illegal drugs on the job or in the workplace will not be tolerated.

You are required to familiarise yourself with and adhere to Yancoal's Health and Safety Policy and all relevant procedures to ensure the workplace is safe and without risk to the health of others and yourself. You should follow any lawful and reasonable instructions consistent with that policy and those procedures. You may have further workplace health and safety policies to comply with at your particular workplace.

CONTRIBUTION TO THE COMMUNITY

Yancoal is a responsible corporate citizen and actively supports the communities in which we live and work. You are expected to uphold Yancoal's commitment to pursue good corporate citizenship while engaging in work activities. Yancoal supports and encourages you to actively contribute to the needs of the community. If you wish to make such a contribution (such as donations or sponsorship) on behalf of Yancoal, consult the GM Human Resources for approval.

III. OUR PEOPLE, BEHAVIOURS AND CULTURE SUPPORT THE CODE OF CONDUCT (CONTINUED)

Yancoal rejects any form of child labour or slavery or forced labour and will work with our suppliers to avoid arrangements that harm human rights. Yancoal is committed to act ethically and with integrity in all its dealings with its customers, suppliers, contractors and business partners providing goods and services to Yancoal, particularly to ensure their supply chain meets the Code and there is no use of child or forced labour.

ENVIRONMENT

Yancoal is committed to doing business in an environmentally responsible manner and identifying environmental and cultural heritage risks that may arise out of its operations. You must abide by all applicable local laws and regulations, and are expected to respect and care for the environments in which Yancoal operates. If you are aware of, or suspect, an action that is not environmentally responsible and/or in breach of the applicable laws and regulations, report the matter immediately to your supervisor, manager, local HR department, or a member of the Legal or Compliance team.

POLITICS

You may voluntarily participate in the political process as an individual. We ask that you do so in your personal capacity only (unless authorised otherwise) and do not engage in actions that could cause someone to believe that your actions reflect the views or position of Yancoal, if that is not the case.





III. OUR PEOPLE, BEHAVIOURS AND CULTURE SUPPORT THE CODE OF CONDUCT (CONTINUED)

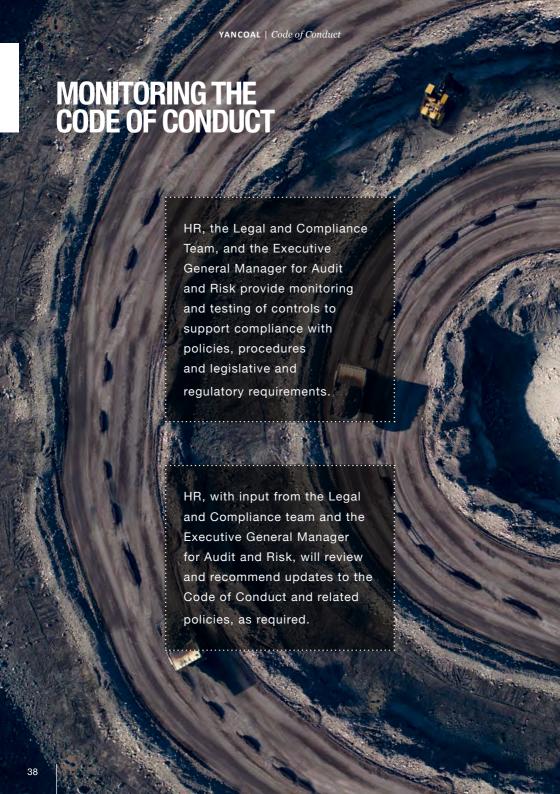
It is against the Company policy to use corporate funds for political purposes. This Code does not prohibit:

- political activity by any employee in his or her individual or private capacity. However, to eliminate any appearance of coercion in such political activities, it is against Company policy for any supervisor to solicit funds from a subordinate for political purposes;
- payments of salaries and expenses of employees whose duties may include communication with government officials; or
- communications by Yancoal to its shareholders on any lawful subject.

APPLICABLE POLICIES

The following policies are applicable to ensuring you comply with Yancoal's behaviours, people and culture:

- Workplace Behaviour Policy;
- · Health and Safety Policy; and
- Modern Slavery Policy.



HOW TO SPEAK UP

By reporting misconduct or non-compliance with the Code you can help ensure:

- our people enjoy their work and are safe and secure in our workplace;
- the impact on communities and the environment is minimised; and
- we maintain our reputation.

You must report to your manager any behaviour or situation which you believe breaches or potentially breaches the Code, other Yancoal policies or the law as soon as practicable after becoming aware of potential breach.

Alternatively, you can report unacceptable behaviour through any of the following channels:

- your supervisor;
- · a human resources manager;
- a member of the Legal or Compliance teams; or
- the Company Secretary.

If you do not feel comfortable making a report to these colleagues, you can make an anonymous report using the third party Speak Up service:

- online at the confidential Speak Up web site www.yancoal.deloittedigital.com;
- via email to the confidential address yancoal@deloittedigital.com; or
- via telephone to the confidential Speak Up Line 1800 721 989.

HOW TO SPEAK UP (CONTINUED)

WHISTLE-BLOWER PROTECTION

Yancoal is committed to ensuring that you are not disadvantaged or discriminated against for reporting unacceptable behaviour in good faith.

Yancoal does not tolerate retaliation, payback or detriment where a genuine concern has been raised or a possible contravention of the Code is reported in good faith. Retaliation is grounds for discipline, including dismissal. If you have been retaliated against for raising a concern, you should report it immediately to your supervisor, a human resources manager, or a member of the Legal or Compliance teams. Yancoal's whistle-blower protection is provided via the Speak Up – Yancoal Ethics Line as above.





INTERACTION WITH OTHER POLICIES

The Code should be read in conjunction with the following Yancoal policies:

Acceptable Use Policy - The objectives of the Acceptable Use Policy are to:

- Protect employees from contact with material that they consider to be offensive or objectionable;
- Protect Yancoal IT assets from intentional or accidental damage, theft;
- Ensure that network storage is free of non-business and illegal data and information;
- Ensure that the reputation of Yancoal is not to be damaged by improper use of IT assets;
- Ensure that confidential information will only be available to authorised persons or organisations;
- Ensure that the availability and capacity of IT hardware and infrastructure shall not be diminished by improper use of IT assets and that Yancoal will not be exposed to external digital threats such as viruses, worms and trojans; and
- Ensure that all employees understand what is acceptable and non-acceptable behaviour when using IT assets.

Anti-Corruption Policy - The Anti-Corruption Policy outlines the Company's commitment to the highest level of integrity and ethical standards in all business practices.

Conflicts and Related Party Transactions Policy - The Conflicts and Related Party Transactions Policy details the Company's approach to managing conflicts of interests and related party transactions.

Competition / Anti-Trust Policy - The objective of the Competition / Anti-Trust policy is to ensure that Yancoal and its personnel do not engage in anti-competitive conduct and to ensure compliance with laws and regulations relating to anti-competitive behaviour.

Disclosure Policy - The Public Disclosure Policy details the Company's commitment to ensuring that the market is kept fully informed of information which may have a material effect on the price or value of Yancoal's securities.

Diversity Policy - The Diversity Policy details the Company's commitment to maintaining and promoting workplace diversity, in recognition that an engaged and diverse workforce will contribute to improved operating performance and business growth.

INTERACTION WITH OTHER POLICIES (CONTINUED)

Health and Safety Policy - This policy sets out Yancoal's policy with respect to health and safety in the workplace. Yancoal is committed to zero harm to all people involved in Yancoal activities. We will provide a safe and healthy work environment.

Gifts and Benefits Policy - The Gifts and Benefits Policy outlines the expected behaviour in relation to gifts and benefits that may be offered, declined, given or received, meeting legal requirements, ethical standards, and community expectations.

Modern Slavery Policy – The Modern Slavery Policy describes Yancoal's commitment to respecting human rights, and to act ethically and with integrity in all its business dealings and relationships in ensuring Modern Slavery does not take place anywhere in its business, operations and its supply chains. Modern Slavery in all forms is strictly prohibited by Yancoal.

Privacy Policy - Yancoal values the privacy of individuals we interact with, from our customers and employees to our external business contacts. This policy ensures compliance with our obligations and gives clear direction on how we deal with personal information.

Share Trading Policy - The Share Trading Policy establishes a best practice procedure for ensuring that relevant directors, employees and contractors do not buy or sell securities during times when the Company is likely to hold unpublished information that could materially affect the price or value of securities. The Share Trading Policy also prohibits relevant directors, employees and contractors from dealing in securities when they are in possession of certain information as prescribed under the Corporations Act 2001 (Cth) ("Corporations Act") and the Securities and Futures Ordinance (Cap. 571, The Laws of Hong Kong).

Yancoal Australia – Our Whistleblower Policy (Speak Up Policy) - The Speak Up Policy is intended to encourage employees and others to raise concerns regarding misconduct or an improper state of affairs or circumstances within the Yancoal Group. It is designed to complement normal communication channels between employees and their direct managers by providing an avenue for raising, and protection to those who raise, matters concerning misconduct or impropriety at Yancoal.

Workplace Behaviour Policy - The Workplace Behaviour Policy explains the standard of behaviour expected of employees in the workplace and defines how to resolve complaints about inappropriate workplace behaviour.



